

TRANSFERRING CALLS

A call should only be transferred if the issue cannot be resolved or the necessary information cannot be provided.

When it is necessary to transfer a call:

- Explain to the caller that the transfer may take a moment
- Introduce yourself to your colleague
- Give the caller's name and explain the reason for the transfer
- Pass on the information you've gathered from the caller.

ENDING A CALL

- Leave a positive last impression.
- Always review the situation and explain the processes and appropriate actions that will follow
- Close with appreciation for the call.

TAKING MESSAGES

When taking a message on behalf of another employee, record the date, time, name, address, telephone number and subject matter. Confirm the details with the caller, and then forward the message promptly to the responsible officer via email.

RETURNING MESSAGES

All messages are to be returned with one working day.

Please ensure when returning the call that you have any relevant information provided by the Customer as this avoids the Customer having to repeat information they have already provided.

For further information or assistance with telephones and voicemail please contact Customer Service on Extension 200.

QUICK TIPS

- Greet each Customer with courtesy and respect.
- Attempt to resolve the Customer's issue rather than transferring them to another area.
- Summarise the steps you will take to resolve the Customer's problem.
- Don't make promises about outcomes over which you may have no control.
- Be completely honest with the Customer. Let them know if someone else is more qualified to provide the information or service they need.

PERSONAL PRESENTATION

All employees are required to maintain a high standard of personal and professional presentation at all times.

Uniform

If wearing a Council uniform, it must be worn in its entirety at all times. It should fit well and be maintained to a professional standard. Speak with your Manager to arrange replacement uniform items.

Nametag

All staff must be identifiable and should wear their Hume nametag at all times. Nametags are available through the Human Resources Department.



Service First
**Customer
Commitment
Statement**

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SERVICE FIRST CUSTOMER COMMITMENT STATEMENT

Council is committed to providing responsive and reliable service to its internal and external Customers. This **Service First Customer Commitment Statement** sets out the service standards that all Council staff are required to meet when dealing with Customers.

Our aim is to continually improve our Customer service.

OUR COMMITMENT STANDARDS

Our commitments to every Customer are:

1. CUSTOMER SERVICE FOCUS

We will focus on caring for Customers by:

- Giving Customers our full attention when dealing with their issue
- Taking ownership of their issue
- Providing clear, accurate and complete advice
- Asking if there is anything else they need help with.
- Providing professional and seamless service for our Customers.
- Receiving and effectively handling criticism.
- Developing and applying documented standards to ensure consistency.
- Do everything in our power to deal with an enquiry without transferring the call to another employee.
- We will respect internal support teams.

2. RESPONSIVENESS

- Customer requests for service will be actioned within defined service timelines.

We will:

- Respond to telephone calls within five rings
- Respond to telephone messages within one working day
- Assist visiting Customers within five minutes
- Respond to correspondence within 10 working days.

- Make reasonable efforts to supply all our services in a timely manner with priority assistance given to Customers affected by a public safety issue.
- Provide and explain the method of follow-up for Customer requests.

3. ACCESS

- Our Customer Service Line (Telephone: 9205 2200) will be available 24 hours a day, seven days a week.
- Customers who speak a language other than English can contact Council via HumeLink, our dedicated multilingual telephone information service.
- We will provide information that is accurate, current and in plain language.
- We will offer a variety of payment methods.
- We will be available for contact by telephone, online, in writing and in person.

4. KNOWLEDGE AND ATTITUDE

We will:

- Identify ourselves by name when responding to telephone or face to face enquiries.
- Ensure information provided is current and accurate.
- Proactively explain processes and take personal responsibility.
- Act in a manner which is respectful to all Customers.

5. FAIR TREATMENT

- We will always endeavour to achieve the best outcome for our Customers.
- If we are unable to meet Customer expectations, we will explain why.
- We will make our Privacy Policy available.

6. FEEDBACK

- We will encourage Customer feedback and view it as an opportunity to improve.
- We will measure our performance on a regular basis to continually improve our service.

TELEPHONE ETIQUETTE

When answering telephone calls, employees are required to:

- Give a genuine greeting and identify themselves, eg. "Welcome to Hume City Council. This is Amelia. How may I help you?"
- Use the caller's name, if known, and thank the caller for their enquiry
- Show an understanding of the caller's situation
- Give the caller your undivided attention
- Wherever possible, avoid transferring the call
- Wherever possible, avoid putting the caller on hold.

TELEPHONE PROCEDURES

- All departments are responsible for ensuring that adequate staff are available to deal with incoming telephone calls at all times during business hours.
- For Customer Service assistance, in extraordinary situations, please send an email to Customer Service and staff from the Customer Service Department will take messages on your behalf and advise you by email.
- If an employee has left their desk and a telephone rings, other employees working in the area must answer the telephone using the 'call pick up' or press the star key (*) twice to intercept the call.
- Remember, we are all required to meet the Service First commitments to all Customers. If you are passing an area and a telephone is ringing, it is your responsibility to answer that call.
- It is not appropriate to ignore any ringing telephone.

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